

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**INFORMATION TECHNOLOGY DIRECTOR
INFORMATION TECHNOLOGY DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs complex administrative and professional work in the management and operations of the information technology, communication and telecommunications systems. Employee reports to the Assistant City Manager, and serves at the pleasure of the City Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for managing information technology, and communication systems including applications, systems, networks, and personal computers, including hardware and software. Work involves long- and short-range planning; developing and administering fiscal and project budgets; policy development, implementation and administration; and organizing and maintaining domain-specific knowledge, skills and abilities to current industry standards. The employee supervises a staff of professional, technical, operational, and supporting personnel who provide a variety of information services. Considerable independent judgment and initiative are required in directing departmental activities. In addition, considerable tact and courtesy are required in dealing with users and vendors. Work is performed under the limited supervision of the Assistant City Manager and is evaluated through conferences, records and reports, and the successful implementation of automated environments and programs.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Exercises administrative oversight of the City's information services; directs and supervises the administration of all departmental activities; tracks the progress of all major projects; and initiates and participates in long- and short-range planning of goals and activities of the department.

Assigns, directs and supervises activities of a professional, technical and clerical staff, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems as non-routine situations arise.

Administers routine personnel matters affecting subordinates, including interviewing applicants, hiring, promoting, disciplining, terminating, etc.; and preparing associated reports and records as required.

Researches policy issues; drafts and interprets policies; makes recommendations to the City when requested; ensures proper implementation of all policies, orders, resolutions, regulations, budgets and other programs adopted by the department.

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Evaluates new technical developments and techniques, performs cost/benefit analysis and makes recommendations to user departments; evaluates organizational and departmental information technology and communications needs, and makes recommendations as to their purchase.

Determines vendor “quality-of-service” standards, and assists with writing, qualifying and disseminating requests for information and requests for proposals; determines out-sourcing requirements and locates service providers.

Reviews project requests, determines scope of projects, establishes priorities, and tracks workflow; provides periodic project reports to management.

Prepares annual departmental budget; administers monies and monitors expenditures.

Develops and conducts training sessions for City personnel in the use of information technologies and communications systems and peripheral equipment and associated software; provides ongoing assistance to departments and individual users in the operation of those systems and equipment, and in the enhancement of operational capabilities.

Coordinates and directs the City’s networks, Internet, Intranet, and web development projects.

Manages the City’s radio, telephone and voice mail systems.

Attends seminars, conferences, workshops, classes, lectures, etc., as appropriate, to enhance and maintain knowledge of trends and developments in the field of management of information systems.

Serves as a member of various committees, panels, commissions, etc., attending meetings, and providing input based on expertise and observations, as appropriate.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Extensive knowledge of information technology and communications systems for medium to large systems, as well as personal computers.

Extensive knowledge of the ethical guidelines applicable to the position as outlined by professional standards, federal, state, and local laws or ordinances.

Thorough knowledge of office procedures, methods and practices.

Thorough knowledge of network, information technologies, communications equipment, systems and methods.

Thorough knowledge of the current literature, trends, and developments in the field of information technologies.

Thorough knowledge of the principles, practices, procedures and philosophies of public administration.

Considerable knowledge of federal and state laws, rules and regulations governing personnel administration.

Considerable knowledge of the practices and procedures for planning and formulating departmental budgets and monitoring related expenditures.

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Considerable knowledge of the principles of supervision, organization and administration.

Considerable knowledge of standard research and investigation methodology, practices and procedures.

General knowledge of the principles and practices of accounting.

Skill in the use of common office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to communicate effectively with a variety of superiors, colleagues and subordinates.

Ability to supervise and motivate technical and non-technical people.

Ability to use and understand various communications and information technologies.

Skill in recognizing, analyzing and providing solutions to difficult administrative and technological problems.

Ability to exercise considerable independent judgment and initiative in independently performing and overseeing departmental projects.

Ability to communicate effectively orally and in writing.

Ability to speak before groups of people.

Ability to explain communications and information technological functions and operating procedures.

Ability to analyze and interpret policy and procedural guidelines, and to formulate, develop and present recommendations to resolve problems and questions.

Ability to organize disparate groups of professionals into cohesive working groups.

Ability to use independent judgment and discretion in preparing goals, setting schedules, assigning work and planning for future needs of the City.

Ability to prepare clear and concise instructions, and convey them orally and in writing.

Ability to assign and supervise the work of subordinate professional, technical and clerical personnel.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree, with master's degree preferred, in computer science, computer engineering or a related field, and 6 to 9 years of progressively responsible, related experience, including at least 6 years of supervisory experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

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Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 29
Exempt
August, 2004